Dear Hospital User:

The Bureau of Vital Records will be installing some new features into the MoEVR system on Tuesday, March 16, 2010. One of the new features will give the state Bureau of Vital Records the ability to reject and return records to hospital users when necessary. This feature will be for records that have not been registered due to errors or inconsistencies – i.e. paternity affidavits and birth certificate information are inconsistent; records that have missing or inconsistent data; or other legal issues that have prevented registration and require additional information. There are a large number of records that have not been registered because of inconsistencies with the birth record and paternity affidavits.

A **Notification** queue will appear when a record is rejected or returned to the hospital or birthing facility. This Notification queue will contain a note stating that a record has been rejected or returned and will contain the name of the child. When a record is returned to you it is also added to either the **Pending** queue or **Overdue** queue, depending on when the birth occurred. You can open the record from either of these tabs to make your changes. State users will use the "Legal Comments For State" box on the Records Actions screen to provide details about why the record is being rejected or returned.

Steps to follow when a record has been returned:

1) Open the "Notification" queue to review list of returned records;

2) Find the record in the "Pending" or "Overdue" queue;

3) Click "Process" to go into record;

4) Go to Screen 14 – Record Actions to review comments in "Legal Comments for State" box. NOTE: Do not remove any of the comments from this box.

5) Correct record. If no changes are needed indicate record is correct as entered in "Legal Comments for State" box;

6) Recertify and check "Release to State" box; click "Finish" to resend record.

7) Return "Notification" queue, click "Process" to delete from queue.

8) Click "Refresh" column to refresh queue.

Detailed information on To-Do Queues and Updating Records is in the User Guide beginning on pages 3-6. The User Guide can be downloaded from the News Message board on the main MoEVR screen.